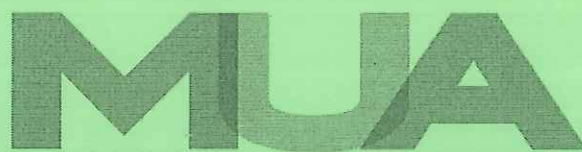


The
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UNDERGRADUATE UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

DEGREE OF BACHELOR OF ARTS IN DEVELOPMENT STUDIES

BDS 202: CONFLCT AND CONFLICT RESOLUTION

DATE: 31ST JULY 2018

DURATION: 2 HOURS

MAXIMUM MARKS: 70

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **SIX (6)** questions.
4. Question **ONE** is compulsory.
5. Answer any other **THREE** questions.
6. Question **ONE** carries **25 MARKS** and the rest carry **15 MARKS** each.
7. **Write all your answers in the Examination answer booklet provided.**

QUESTION ONE

Read the case Study below carefully and answer the questions that follow:

You've just arrived at your office, which you share with a colleague, and it looks as if it's going to be another frustrating day. Your side of the office is neat as a pin and incredibly well organized. You always arrive at work on time and you take care not to talk loudly when you're on the phone, so that you don't disturb your office mate.

Your colleague, however, is the exact opposite. Empty cups and stacks of dusty files litter his side of the office. He often rushes into the office late, and he sometimes puts the radio on while he's working, which breaks your concentration. You love your work, but dread coming into the office every day, simply because you don't like sharing your space with your colleague. He drives you crazy, and you often argue.

If you thought about it, you'd quickly recognize that there's conflict between you because the two of you have completely different working styles. Once you'd realized this, you'd have a starting point for thinking about how you could work together more effectively.

All of us experience conflict like this at work. Conflict can be useful, since it can push conflicting parties to grow and communicate, and it can improve conflicting ideas. However, this can only happen if we understand why the conflict is there in the first place. Once we've identified the root of the problem, we can take the right steps to resolve it.

Required:

- a) Explain five factors leading to disagreements among the employees citing examples in the case study (10marks)
- b) Conflicts are inevitable. Explain the dysfunctional consequences of conflict. (5marks)
- c) Explain the different strategies that the organization can use to manage their disagreements (10marks)

QUESTION TWO

- a) Explain the three major pillars of reconstruction that employees of a company should consider. (3marks)
- b) Discuss four approaches to humanitarian interventions. (12 marks)

QUESTION THREE

- a. Explain four types of NGOs according to level of operation (8marks)
- b. Explain the role of media in peace building process. (7marks)

QUESTION FOUR

- a) Citing relevant examples explain seven causes of violence in Africa. (8marks)
- b) Explain the seven steps to successfully negotiating a conflict resolution (7 marks)

QUESTION FIVE

- a) Explain five factors that limit democratization (10 marks)
- b) Using relevant examples, explain 5 pillars of good governance. (5 marks)

QUESTION SIX

- a) Highlight the major development roles ascribed to NGOs (5marks)
- b) Explain any five response styles in conflict (10 marks)

